



Snohomish County Council

Committee: Public Works
ECAF: 2021-0210
Proposal: Mot. 21-181

Analyst: Jim Martin
Date: May 12, 2021

Consideration:

Approve and authorize notice to proceed with payment for year 2021-2022 Microsoft Support Services.

Background

On May 18, 2000, Snohomish County Council approved a Microsoft Master Services Agreement to enable the Snohomish County Department of Information Technology to procure consulting services under a work order and acquire Microsoft Premier Support Services. The County makes a payment annually under the contract.

Current Proposal

This motion approves the issuance of a Notice to Proceed with the annual payment for Microsoft Support Services; Microsoft will provide 24x7 consulting for problem resolution support, 30 minute response time on critical issues, on demand training resources and risk assessment tools, a technical account manager focused on meeting our goals, resource on-site or remote visits as needed, and cloud optimization services.

Duration: June 1, 2021 through May 31, 2022

Fiscal Implications: \$213,804.13

2021 Budget: Yes

Future Budget Impacts: N/A

Handling: Expedite

Approved-as-to-form: Yes.

Risk Management: Yes.

Executive Recommendation: APPROVE.

Attachments: See ECAF packet.

Amendments: NONE.

Request: Move to GLS on May 19th for consideration.